

DSL Remote Access for Telecommuters

Product Summary

DSL Remote Access for Telecommuters is a product designed for state employees who work from home on a routine basis. The DSL product offers a faster data connection than ISDN or Dial-Up remote access services, and provides business voice features on the same line.

The DSL product is also designed to provide security for the business environment. State telecommuters using DSL are connected directly to the state network behind the state firewall.

The DSL product, as a telecommuting business environment, provides considerably more services than DSL services available from local commercial providers.

Features Included with this Product

DSL Remote Access Features	
Service Description	
Always-on digital, high-speed connection to the state network.	<ul style="list-style-type: none"> Data connection speeds: up to 256kbps for uploads and up to 640kbps for downloads, depending on service availability to your location.
Single dedicated DSL line.	<ul style="list-style-type: none"> Simultaneous data and voice communications. Your personal phone line is kept available for personal use.
Secure, business class telecommuting environment.	<ul style="list-style-type: none"> MegaCentral host pipe behind the state firewall. Intrusion detection.
Direct connection to employee's work environment.	<ul style="list-style-type: none"> On powering up, employee is presented with agency LAN login.
Internet access.	<ul style="list-style-type: none"> Internet content filtering.
Long distance charges.	<ul style="list-style-type: none"> Data connections do not accrue long distance charges. Voice calls will incur long distance charges as with your personal line.
Business voice features	<ul style="list-style-type: none"> Call forwarding. Three-way conferencing. Custom ring.
DSL modem	<ul style="list-style-type: none"> Actiontec™ modem. Four ports with four usable IP addresses.

<i>Optional Service Description</i>	
Wireless access to the DSL modem	<ul style="list-style-type: none"> ▪ Enables a telecommuter to roam his or her house without a wired connection to the DSL modem, while maintaining connection to the state network. ▪ Secure network access in compliance with 802.1x port-based network access control. ▪ Access is controlled via authentication to the Utah Master Directory (UMD) and requires an EAP Supplicant Client from Funk Software. ▪ Requires telecommuter to have 802.1x compatible wireless adapter (card) or built-in capability. ▪ Requires telecommuter to have Funk Software Odyssey Client software installed and configured on their laptop. ▪ Does not require add-on Wireless Access Point purchase or installation. ▪ Please read “Wireless Access for DSL” found in the Before Ordering section of the product web page to ensure smooth implementation of this optional feature.

Product Benefits

DSL Remote Access Benefits
Business grade telecommuter environment.
Secure, high-performance connection to the state network.
Dedicated telecommuter line that supports simultaneous data and voice communications.
Employee is connected directly to their agency's LAN.
Content filtered Internet access.
Business voice services for telecommuters.
Optional wireless access to the DSL modem to enable a telecommuter to roam his or her home business environment—without a wired connection to the DSL modem. No add-on Wireless Access Point needs to be purchased or installed. The secure wireless access method is consistent with the 802.1x Wireless Network security method deployed by ITS.
Ease of ordering: customer orders from ITS. ITS coordinates with both Qwest and customer to deliver the product.
Product billing is included on the agency's ITS bill.
ITS Help Desk provides collaborated support from ITS and Qwest.

Services Not Included with this Product

DSL Remote Access Features Not Included	
DSL Service is available in select Utah geographic areas.	<ul style="list-style-type: none">▪ ITS and Qwest will qualify DSL availability at your location when an order is placed.
VPN	<ul style="list-style-type: none">▪ VPN is available, for additional security, as an add-on product.

Related ITS Products

Related ITS Products	
Voice Mail	<ul style="list-style-type: none"> ▪ The ITS Voice Mail product is a messaging system that allows customers to receive, store, and forward telephone messages and faxes. ▪ This product can be ordered separately, and be applied to the DSL line. ▪ Charges for this additional product, related to the DSL line, will be billed to the agency
Toll-Free 1-800	<ul style="list-style-type: none"> ▪ The ITS Toll-Free 1-800 product allows for toll free incoming calls to the customer. ▪ This product can be ordered separately, and be applied to the DSL line. ▪ Charges for this additional product, related to the DSL line, will be billed to the agency

ITS Responsibilities

ITS Responsibilities
ITS will deliver the product described in this product description. ITS will work with Qwest and the customer during the installation process. ITS will bill the customer the rate once the product is operating successfully.
To ensure the security of state information technology resources, ITS may block telecommuters' access to the state WAN when trouble-shooting security intrusions.
For optional Wireless Access to the DSL Modem, ITS is responsible for providing Odyssey Client configuration instructions for use on the State network.

Customer Responsibilities

Customer Responsibilities
The customer is responsible for adhering to their agency's policies and procedures in submitting orders that have been properly approved.
The customer's agency LAN Administrator is responsible for setting up each telecommuter's PC or laptop with software required to access the agency LAN and other business software required by the Telecommuter.
DSL telecommuters are responsible for complying with the State Acceptable Use Policy and the State Information Security Policy.
Wireless implementation without using the secure option provided by ITS should not be permitted as it is insecure and puts State IT resources at risk.
For optional Wireless Access to the DSL Modem, the telecommuter is responsible for ensuring their laptop is 802.11 capable by having an 802.1x compliant wireless adapter or built-in capability—and loaded with up-to-date adapter driver and firmware.
For optional Wireless Access to the DSL Modem, the telecommuter is responsible for installing and properly configuring the Odyssey Client on their laptop.

Customer Support

ITS Customer Support	
Problem resolution is managed through industry best practices using a Tiered Support Process.	
Problem priority is based on importance of system affected, severity of system degradation, and number of affected users.	
Problems can be submitted 24 x 7 via phone or Web.	
Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).	
Response to submitted problems is two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.	
Response to escalated problem submissions not resolved by Help Desk/Tier 1 is within two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.	
Target problem resolution is two business days for low and medium priorities, eight business hours for high priorities, and two business hours for urgent priorities.	
Resolution performance and escalation performance are measured regularly.	
Customer satisfaction is measured regularly.	
Outage reports are provided to communicate lessons learned and to explain future preventative measures.	
ITS access to Qwest expedited supported for the router/modem.	

System Requirements

System Requirements	
Computer options:	<ul style="list-style-type: none"> IBM Compatible 486DX2/66 and higher – Windows OS Mac Power PC - OS 7.5.5 and higher
Ethernet card/connector:	<ul style="list-style-type: none"> Required
Optional Component	
Wireless Access to the DSL Modem:	<p>Three components are required:</p> <ol style="list-style-type: none"> 802.1x compliant wireless adapter (PCMCIA card) or built in 802.11 wireless capability. Funk Software Odyssey Client installed and configured for the State network. This software can be purchased from ITS. The order form is on the DSL for Telecommuters product web page. Authorization as a State Wireless Network user. This is done for customers by ITS when this product option is ordered.

Rate

DSL Telecommuter Rate	
Monthly Charge	
DSL for Telecommuter	\$40.00 per month plus \$26.00 per month for the DSL line. (Total \$66.00 per month.)

One-time Charges	
Qwest line and jack installation, and DSL activation.	Approximately \$223.00 One-time charge. May vary depending on location and vendor promotions.
ITS configuration and installation of DSL router/modem, system check and customer instruction.	One-time charge: \$100.00
Optional Components	
Telephone, with speaker capability.	\$50.00 One-time charge.
Wireless access to the DSL modem.	\$20.00 One-time charge.

Ordering the Product

To order this product, please submit a completed Order Form for DSL Remote Access for Telecommuters. Access the order form on the Telecommuter Products section of the ITS Products and Services web site.

For assistance, contact your agency's ITS Customer Relationship Manager (CRM).

Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.